INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE DEPARTMENT OF FREE STATE HEALTH					
BID NUMBER:	**DOH(FS)11/2022/2023**	**CLOSING DATE:**	**30 SEPTEMBER 2022**	**CLOSING TIME:**	**11H00**
DESCRIPTION	**RENDERING OF TRAVEL MANAGEMENT SERVICES IN RESPECT OF AIR TRAVEL, CAR HIRE AND ACCOMMODATION FOR DOMESTIC AND / OR INTERNATIONAL TRAVEL FOR FREE STATE DEPARTMENT OF HEALTH.** **PERIOD: DATE OF SIGNING OF CONTRACT FOR THREE (03) YEARS.**				
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD1).					

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT *(STREET ADDRESS*

DEPARTMENT OF FREE STATE HEALTH
GROUND FLOOR, BOPHELO HOUSE, BLOCK C-WEST, OPPOSITE MAIN DOOR
C/O CHARLOTTE MAXEKE STREET AND HARVEY ROAD, BLOEMFONTEIN

SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
TAX COMPLIANCE STATUS	TCS PIN:		**OR**	CSD No:	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	☐ Yes ☐ No	

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.

1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR ONLINE**

1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) ANDSPECIAL CONDITIONS OF CONTRACT.

2. TAX COMPLIANCE REQUIREMENTS

2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.

2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VIEW THE TAXPAYER'S PROFILE AND TAX STATUS.

2.3 APPLICATION FOR THE TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.

2.4 FOREIGN SUPPLIERS MUST COMPLETE THE PRE-AWARD QUESTIONNAIRE IN PART B:3.

2.5 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.

2.6 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.

2.7 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

3.1.	IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
3.2.	DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
3.3.	DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
3.4.	DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
3.5.	IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 ABOVE.

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE.

Signature Of Bidder: .....

Capacity Under Which This Bid Is Signed: .....

Date: .....

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]			
ARE YOU THE ACCREDITED REPRESENTATIVE **IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?**	☐Yes ☐No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?**	☐Yes ☐No [IF YES, ANSWER PART B:3]
TOTAL NUMBER OF ITEMS OFFERED		**TOTAL BID PRICE**	**R**
SIGNATURE OF BIDDER	.....	**DATE**	
CAPACITY UNDER WHICH THIS BID IS SIGNED			

FOR PROCUREMENT OF DOCUMENT ENQUIRIES MAY BE DIRECTED TO:		**FOR BIDDING AND TECHNICAL INFORMATION ENQUIRIES MAY BE DIRECTED TO:**	
DEPARTMENT	FREE STATE HEALTH	CONTACT PERSON	Mr. D.M Nkala
CONTACT PERSON	Mr T.E Mahlasi Mr T. J Sethunya	TELEPHONE NUMBER	051 407 9204
TELEPHONE NUMBER	051 408 1160 / 1487	FACSIMILE NUMBER	N/A
FACSIMILE NUMBER	N/A	E-MAIL ADDRESS	Nkaladm@fshealth.gov.za
E-MAIL ADDRESS	MahlasiTE@fshealth.gov SethunyaTJ@fshealth.gov.za	**NB: Bidders may send any queries electronically to the above mentioned emails**	

EXPLANATORY MEETING CERTIFICATE

BID NUMBER: **DOH (FS)11/2022/2023** Attendance list number: _____

DOH(FS)11/2022/2023: RENDERING OF TRAVEL MANAGEMENT SERVICES IN RESPECT OF AIR TRAVEL, CAR HIRE AND ACCOMMODATION FOR DOMESTIC AND / OR INTERNATIONAL TRAVEL FOR FREE STATE DEPARTMENT OF HEALTH.

PERIOD: DATE OF SIGNING OF CONTRACT FOR THREE (03) YEARS.

Attendance of the explanatory meeting is COMPULSORY

An official of the Department must sign this certificate at the explanatory meeting. No certificate will be signed outside the meeting. The original certificate must be included in the bid document and will not be accepted after the closing time and date of the bid.

COMPULSORY EXPLANATORY MEETING DATE: 13 September 2022

TIME: 10H00

VENUE: **Auditorium,First Floor**
Bophelo House,C/O Charlotte
Maxeke Street and Harvey Road
Bloemfontein
9301.

CONTACT PERSON/S: Mr D.M Nkala
Tel: (051) 407 9204

This is to certify that _____ in his/her capacity as

_____ of the company _____ has attended the

Compulsory Explanatory meeting on the _____ day of _____ 2022 and is

therefore familiar with circumstances and the scope of the items to be supplied.

_____ _____
SIGNATURE /DEPARTMENTAL OFFICIAL **RANK**

_____ _____
SIGNATURE OF REPRESENTATIVE OF COMPANY **DATE**

OFFICIAL DATE STAMP

*** Note: Only one certificate per company**

SBD 3.2

PRICING SCHEDULE – NON-FIRM PRICES (PURCHASES)

NOTE: PRICE ADJUSTMENTS WILL BE ALLOWED AT THE PERIODS AND TIMES SPECIFIED IN THE BIDDING DOCUMENTS.

Name of Bidder.....Bid number DOH(FS)11/2022/23

Closing Time 11:00 on.....Closing 30 September 2022

OFFER TO BE VALID FOR.....DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY (INCLUDING VAT)
As per attached specification		Rendering of travel management services in respect of air travel, car hire and accommodation for domestic and / or international travel free State Department of Health.	**See attached specification for pricing**

- Required by: .....
- At: .....
- Brand and model .....
-
- Country of origin .....
- Does offer comply with specification? *YES/NO
- If not to specification, indicate deviation(s) .....
- Period required for delivery .....
- Delivery: *Firm/not firm

*Delete if not applicable

PRICE ADJUSTMENTS

A NON-FIRM PRICES SUBJECT TO ESCALATION

1. IN CASES OF PERIOD CONTRACTS, NON FIRM PRICES WILL BE ADJUSTED (LOADED) WITH THE ASSESSED CONTRACT PRICE ADJUSTMENTS IMPLICIT IN NON FIRM PRICES WHEN CALCULATING THE COMPARATIVE PRICES

2. IN THIS CATEGORY PRICE ESCALATIONS WILL ONLY BE CONSIDERED IN TERMS OF THE FOLLOWING FORMULA:

$$Pa = (1-V)Pt\left(D1\frac{R1t}{R1o} + D2\frac{R2t}{R2o} + D3\frac{R3t}{R3o} + D4\frac{D4t}{D4o}\right) + VPt$$

Where:

Pa	=	The new escalated price to be calculated.
(1-V)Pt	=	85% of the original bid price. **Note that Pt must always be the original bid price and not an escalated price.**
D1, D2..	=	Each factor of the bid price eg. labour, transport, clothing, footwear, etc. The total of the various factors D1,D2…etc. must add up to 100%.
R1t, R2t.....	=	Index figure obtained from new index (depends on the number of factors used).
R1o, R2o	=	Index figure at time of bidding.
VPt	=	15% of the original bid price. This portion of the bid price remains firm i.e. it is not subject to any price escalations.

3. The following index/indices must be used to calculate your bid price:

Index: CPI Dated July 2022

4. FURNISH A BREAKDOWN OF YOUR PRICE IN TERMS OF ABOVE-MENTIONED FORMULA. THE TOTAL OF THE VARIOUS FACTORS MUST ADD UP TO 100%.

FACTOR (D1, D2 etc. eg. Labour, transport etc.)	PERCENTAGE OF BID PRICE

SBD 3.2

4. FURNISH A BREAKDOWN OF YOUR PRICE IN TERMS OF ABOVE-MENTIONED FORMULA. THE TOTAL OF THE VARIOUS FACTORS MUST ADD UP TO 100%.

B PRICES SUBJECT TO RATE OF EXCHANGE VARIATIONS

1. Please furnish full particulars of your financial institution, state the currencies used in the conversion of the prices of the items to South African currency, which portion of the price is subject to rate of exchange variations and the amounts remitted abroad.

PARTICULARS OF FINANCIAL INSTITUTION	ITEM NO	PRICE	CURRENCY	RATE	PORTION OF PRICE SUBJECT TO ROE	AMOUNT IN FOREIGN CURRENCY REMITTED ABROAD
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		

2. Adjustments for rate of exchange variations during the contract period will be calculated by using the average monthly exchange rates as issued by your commercial bank for the periods indicated hereunder: (Proof from bank required)

AVERAGE MONTHLY EXCHANGE RATES FOR THE PERIOD:	DATE DOCUMENTATION MUST BE SUBMITTED TO THIS OFFICE	DATE FROM WHICH NEW CALCULATED PRICES WILL BECOME EFFECTIVE	DATE UNTIL WHICH NEW CALCULATED PRICE WILL BE EFFECTIVE

health
Department of Health
FREE STATE PROVINCE

RENDERING OF TRAVEL MANAGEMENT SERVICES IN RESPECT OF AIR TRAVEL, CAR HIRE AND ACCOMMODATION FOR DOMESTIC AND/OR INTERNATIONAL TRAVEL FOR FREE STATE DEPARTMENT OF HEALTH

PERIOD : DATE OF SIGNING OF CONTRACT FOR THREE YEARS

CONTACT PERSON: Mr DM NKALA
TEL : 051-407 9204
E-MAIL : nkaladm@fshealth.gov.za

SECTION 1

SPECIAL CONDITIONS OF BID

LEGISLATIVE AND REGULATORY FRAMEWORK

This bid and all contracts emanating there from will be subject to the General Conditions of Contract issued in accordance with Treasury Regulation 16A published in terms of the Public Finance Management Act, 1999 (Act 1 of 1999. The Special Conditions of Contract are supplementary to that of the General Conditions of Contract. Where, however, the Special Conditions of Contract are in conflict with the General Conditions of Contract, the Special Conditions of Contract prevail.

1. **STATUS OF REQUEST FOR PROPOSAL**

1.1 This bid is an invitation for Bidders to submit a proposal for the provision of the services as set out in the Terms of Reference contained herein.

1.2 Bidder/s may bid for Traditional Booking or On-Line Booking system and must clearly indicate in their bid which system they intend to use.

1.3 No binding contract or other understanding for the supply of the Services will exist between the Department and any Bidder unless and until the Department has executed a formal written contract with the successful Bidder/s.

1.4 The Free State Provincial Government wishes to enter into an exclusive agreement with Travel Agency/ Agencies whereby all arrangements for travel and accommodation bookings by the department are referred to this Travel Agency/ies.

1.5 The Travel Agency/ies will be expected to sign an agreement with Free State Department of Health. The duration for this contract is 3 years (36 months) from the signing of a contract.

2. SCOPE OF APPLICATION

2.1. The Travel Agency Services is applicable to all Health institutions and offices in the Free State Department of Health.

3. OBJECTIVE

3.1 The objective of the bid is to appoint Travel Management Companies (TMCs) in line with government's objectives to -

- provide travel management services that are consistent and reliable;
- ensure that quality service is rendered in line with the contract.
- ensure the efficient and effective facilitation of domestic and international travelling and accommodation bookings requirements for the department;

- ensure that the most economical travelling and accommodation means are utilized by the department.

4. DEFINITIONS

4.1 **Accommodation** means the rental of lodging facilities while away from one's place of abode, but on authorised official duty. The definition also includes the accommodation for the Doctors in line with their employment contracts.

4.2 **After-hours service** refers to an enquiry or travel request that is actioned after normal working hours.

4.3 **Air travel** means travel by airline on authorised official business.

4.4 **Authorising Official** means the employee who has been appointed to authorise travel in respect of travel requests and expenses.

4.5 **Car Rental** means the rental of a vehicle for a short period of time by a Traveller for official purposes.

4.6 **Department** means the Provincial Department that requires the provision of travel management services.

4.7 **Domestic travel** means travel within the borders of the Republic of South Africa.

4.8 **Emergency service** means the booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from original planned trip.

4.9 **International travel** refers to travel outside the borders of the Republic of South Africa, where visas may be required.

4.10 **Management Fee** is the fixed negotiated fee payable to the Travel Management Company (TMC) in monthly instalments for the delivery of travel management services

4.11 **Quality Management System** means a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is expressed as the organizational structure, policies, procedures, processes and resources needed to implement quality management.

4.12 **Regional travel** means travel across the border of South Africa to any of the SADC Countries, namely; Angola, Botswana, Democratic Republic of Congo (DRC) Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, South Africa, Swaziland, United Republic of Tanzania, Zambia and Zimbabwe.

4.13 **Service Level Agreement (SLA)** is a contract between the TMC and Department of Health that defines the level of service expected from the TMC.

4.14 **Shuttle Service** means the service offered to transfer a Traveller from one point to another, for example from place of work to the airport.

4.15 **Third party fees** are fees payable to third party service providers that provides travel related services on an ad hoc basis that is not directly provided by the TMC. These fees include visa fees, after hours' and courier fees.

4.16 **Transaction Fee** means the fixed negotiated fee charged for each specific service type e.g. international air ticket.

4.17 **Traveller** refers to a Department of Health official, consultant or contractor travelling on official business on behalf of Government.

4.18 **Travel Authorisation** is the official form utilised by Department of Health reflecting the detail and order number of the trip that is approved by the relevant authorising official.

4.19 **Travel Booker** is the person coordinating travel reservations with the Travel Management Company (TMC) consultant on behalf of the Traveller.

4.20 **Travel Management Company** or TMC refers to the Company contracted to provide travel management services (Travel Agents).

4.21 **Travel Voucher** means a document issued by the Travel Management Company to confirm the reservation and/or payment of specific travel arrangements.

4.22 **Value Added Services** are services that enhance or complement the general travel management services e.g. travel advisories.

4.23 **VAT** means Value Added Tax.

4.24 **VIP or Executive Service (MEC, HOD and DDG)** means the specialised and personalised travel management services to selected employees of Department of Health by a dedicated consultant to ensure a seamless travel experience.

5. ACRONYMS

5.1 TMC : Travel management company

5.2 GDS : Global Distribution System

5.3 OBT : Online Booking Tool

5.4 DRC : Democratic Republic of Congo

5.5 SADC : South African Development Community

5.5 IATA : International Air Transport Association

5.6 ASATA: Association of Southern African Travel Agents

5.7 GCC : General conditions of contract

6. SCOPE OF WORK

The travel management services will include but will not be limited to the following:

6.1 General

6.1.1 The contracted services will be provided to all Travellers travelling on behalf of the Free State Department of Health. This will include employees, contract workers, selected students, consultants and clients where the agreement is that Free State Department of Health is responsible for the arrangement and cost of travel of such persons.

6.1.2 National Treasury has implemented a formal Travel Policy that is enforced by all Department and must be adhered to by all Travellers.

6.1.3 The Travel Management Company (TMC) will make all reservations in line with the Travel Policy.

6.1.4 The TMC must ensure that the final selection of flights, hotels and other services is authorised prior to the issuing of air tickets, vouchers and other travel documentation.

6.1.5 Penalties incurred as a result of the inefficiency or fault of a travel consultant will be for the Travel Management Company's account.

6.1.7 The participation in third party incentive schemes promoting sales of a specific product etc. is not allowed.

6.1.8 The TMC will create Traveller Profiles for all Travellers and ensure that the information is updated.

6.1.9 The TMC will assist to manage the third party service providers by addressing service failures and complaints against these service providers.

6.2 Reservations

6.2.1 The TMC will always endeavour to make the most cost effective travel arrangements while taking the convenience and requirements of the Traveller into consideration.

6.2.2 The TMC must have a full understanding of all the destinations and routings to be able to advise the Traveller of alternative plans that are more cost effective and more convenient where necessary.

6.2.3 A minimum of three (3) price comparisons/quotations must be obtained for all travel requests, unless it is not possible in which case written reasons for not adhering to this requirement must be submitted by the TMC.

6.2.4 The TMC will book the negotiated discounted fares and rates where possible.

6.2.5 The TMC will respond timely and process all requests, changes and cancellations timeously and accurately.

6.2.6 The TMC will advise the Traveller of all visa and inoculation requirements well in advance.

6.2.7 The TMC will assist with the arrangement of foreign currency and the issuing of travel insurance for international trips where required.

6.2.8 The TMC must also facilitate any reservations that are not bookable on the Global Distribution System (GDS).

6.2.9 The TMC will facilitate the bookings that are generated through their own or third party Online Booking Tool (OBT) where it can be implemented.

6.2.10 The TMC will also facilitate the bookings that are generated through the online request and approval system to be implemented in the near future.

6.3 **Air Travel**

6.3.1 The TMC must be able to book full service airlines as well as low cost carriers.

6.3.2 The TMC should obtain three or more price comparisons/quotations where possible to present the most cost effective and practical routing to the Traveller.

6.3.3 The airline ticket/electronic air ticket must include the applicable agreement number and the individual loyalty program number of the Traveller (if applicable). The following information should be displayed on the ticket: ticket number, name of traveller, depart and destination and the costs there of.

6.3.4 The airline ticket must include the applicable agreement number and the individual loyalty program number of the Traveller (if applicable).

6.3.6 The TMC will be responsible for the tracking and management of unused e-tickets.

6.3.7 Ensure that travellers are always informed of any travel news regarding airlines (like baggage policies, checking in arrangements, etc.)

6.3.8 The TMC must during their report period provide proof that bookings were made against the discounted rates on the published fare where applicable.

6.3.9 Airline tickets must be delivered electronically (SMS and/or email format) to the traveller(s) and travel bookers promptly after booking before the departure times.

6.4 **Accommodation**

6.4.1 The TMC will obtain price comparisons within the maximum allowable rate matrix as per the instruction of the National Treasury.

6.4.2 The TMC will obtain three price comparisons from accommodation establishments taking the maximum allowable rate, the proximity of the establishment in relation to the place of business and the convenience of the traveller into account. Where it is not possible of practical to obtain three quotations. The TMC must indicate to the Department accordingly.

6.4.3 This includes planning, booking, confirming and amending of accommodation with any establishment (hotel group, private hotel, guest house or Bed & Breakfast) in accordance with the Department's travel policy.

6.4.4 Accommodation vouchers must be issued to Health facilities / office travellers for accommodation bookings and must be invoiced to the relevant Health facilities / office as per arrangement. Such invoices must be supported by a copy of the original hotel accommodation charges.

6.4.5 The TMC must during their report period provide proof that accommodation rates were booked within the maximum allowable rates as per the cost containment instruction of the National Treasury.

6.4.6 Cancellation of accommodation bookings must be done promptly to guard against no show and late cancellation fees.

6.5 **Car Rental and Shuttle Services**

6.5.1 The TMC will book the approved category vehicle in accordance with the Travel Policy with the appointed car rental service provider from the closest rental location.

6.5.2 The travel consultant should advise the Traveller on the best time and location for collection and return considering the Traveller's specific requirements.

6.5.3 For international travel the TMC will offer alternative ground transportation to the Traveller that include rail, buses and transfers.

6.5.4 The TMC will book transfers in line with the Travel Policy with the appointed and/or alternative service providers. Transfers can also include bus and coach services.

6.5.5 The TMC must during their report period provide proof that negotiated rates were booked.

6.6 **After Hours and Emergency Services**

6.6.1 A consultant or team of consultants should be available to assist Travellers with after hours and emergency reservations and changes to travel plans, subject to approval by the delegated authority.

6.6.2 A dedicated consultant/s must be available to assist VIP Travellers with after hour or emergency reservations.

6.6.3 After hours' services must be provided from Monday to Friday outside the official hours and twenty-four (24) hours on weekends and Public Holidays.

6.6.4 A call centre facility or after hours contact number should be available to all travellers so that when required, unexpected changes to travel plans can be made and emergency bookings attended to.

6.6.5 The TMC must have a standard operating procedure for managing after hours and emergency services. This must include purchase order generation of the request within 24 hours.

6.7 **Communication**

6.7.1 The TMC must establish communication with all the stakeholders that include the Travellers, Travel Bookers, service providers and the Department financial Unit.

6.7.2 The TMC can be requested to conduct workshops and training sessions for Travellers and Travel Bookers.

6.7.3 All enquiries must be investigated and prompt feedback be provided in accordance with the Service Level Agreement agreed to by the Department and the appointed TMC.

6.8 **Financial Management**

6.8.1 The TMC must implement the rates negotiated by National Treasury with travel service providers or the discounted airfares or the maximum allowable rates established by the National Treasury, where applicable.

6.8.2 The TMC will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to Department for payment within the agreed time period.

6.8.3 Cost savings must be achieved and this must be reported and proof provided during monthly and quarterly reviews.

6.8.4 The TMC will be required to offer a 30-day bill-back account facility to accommodation establishments and ground transportation service providers that are utilised by the Travellers.

6.8.5 In certain instances where Department have a travel lodge card in place, the payment of air, accommodation and ground transportation is consolidated through a corporate card vendor.

6.8.6 The pre-payments required by certain establishments will be processed by the TMC. These pre-payments are often requested at the last minute for same day bookings.

6.8.7 The TMC is responsible for the consolidation of invoices and supporting documentation to be provided to the Department on the agreed time period (e.g. weekly). This includes attaching the Travel Authorisation or Purchase Order and other supporting documentation to the invoices reflected on the Service provider bill-back report or the credit card statement.

6.8.8 The TMC will settle the Travel service providers' accounts within the agreed payment terms.

6.9 **Technology and Management Information**

6.9.1 The TMC must have the capability to consolidate all management information into a single source document.

6.9.2 Should future development require the utilisation of a particular GDS, the TMC should utilise the Government's selected GDS, even if it means a different GDS that the TMC is currently using.

6.9.3 The implementation of an Online Booking Tool to facilitate domestic bookings must be considered to optimize the services and related fees.

6.9.4 The TMC must provide a data feed to the Free State Department in the prescribed format and technical specifications.

6.9.5 All management information and data input must be accurate.

6.9.6 Reports must be accurate and provided as per the specifications at the agreed time. Information must be available on a transactional level that reflect detail including the Health facility name and Traveller, date of travel, spend category, supplier.

6.9.7 Reports must be available in an electronic format for example Microsoft Excel. No PDF documents will be accepted.

6.9.8 Service Level Agreements reports must be provided on the agreed date. It will include but will not be limited to the following:

6.9.8.1*Travel*

a) After hours' reservations;
b) Compliments and complaints;
c) Consultant Productivity Report;
d) Long term accommodation and car rental;
e) Extension of business travel to include leisure;
f) Upgrade of class of travel (air, accommodation and ground transportation);
g) Bookings outside Travel Policy (e.g. bookings less than 7 days prior to departure).

6.9.8.2 *Finance*

a) Reconciliation of commissions/rebates or any volume driven incentives;
b) Creditor's ageing report;
c) Creditor's summary payments;
d) Daily invoices;
e) Reconciled reports for Travel Lodge card statement;
f) No show report;
g) Cancellation report;
h) Receipt delivery report;
i) Monthly Bank Settlement Plan (BSP) Report;

j) Refund Log;

k) Open voucher report, and

l) Open Age Invoice Analysis.

6.9.9 The TMC will implement all the necessary processes and programs to ensure that all the data is secure at all times and not accessible by any unauthorised parties.

6.9.10 National Treasury will provide additional reporting requirements to be submitted on a monthly basis as prescribed by Cost Containment Instructions and National Travel Policy Framework.

6.10 **Account Management**

6.10.1 The TMC must ideally appoint an Account or Business Manager that is ultimately responsible for the management of the account.

6.10.2 The necessary processes should be implemented to ensure good quality management and ensuring Traveller satisfaction at all times.

6.10.3 A complaint handling procedure must be implemented to manage and record the compliments and complaints of the TMC and other travel service providers.

6.10.4 The Service Level Agreement (SLA) must be managed and customer satisfaction surveys conducted to measure the performance of the TMC.

6.10.5 During Reviews comprehensive reports on the travel spend and the performance in terms of the SLA must be presented.

6.10.6 Ensure that workshops/training is provided to Travellers and/or Travel Bookers

6.11 **Value Added Services**

The TMC must also provide the following value added services:

6.11.1 Destination information for regional and international destinations:

a) Health warnings;

b) Weather forecasts;

c) Places of interest;

d) Visa information;

e) Travel alerts;

f) Location of hotels and restaurants;

g) Information including the cost of public transport;

h) Rules and procedures of the airports;

i) Business etiquette specific to the country, and

j) Airline baggage policy.

6.11.2 Supplier updates;

6.11.3 Electronic voucher retrieval via web and smart phones;

6.11.4 SMS notifications for travel confirmations;

6.11.5 Travel audits;

6.11.6 Global Travel Risk Management;

6.11.7 VIP services for Executives that include check-in support, etc.

6.12 **Cost Management**

6.12.1 The Travel Policy is establishing a basis for a cost savings culture throughout the Department.

6.12.2 It is the obligation of the Traveller and the Authorising Official to ensure that the most cost-effective option is selected at all times.

6.12.3 The TMC plays a pivotal role to provide high quality travel related services that are designed to strike a balance between effective cost management and flexibility.

6.12.4 The TMC should have in-depth knowledge of the service provider products, to be able to provide the best option and alternatives that are in accordance with the Travel Policy to ensure that the Traveller reaches his/her destination safely, in reasonable comfort, with minimum disruption, cost effectively and in time to carry out his/her business.

6.13 **Reimbursement of Services Rendered**

6.13.1 A transaction fee will be paid to the TMC for services rendered.

6.13.2 The purpose of the transaction and management fees are to compensate the TMC for the quality services rendered and at the same time support a sustainable business model that will be beneficial to the TMC and Free State Department of Health.

6.13.3 The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in delivering the service and not a percentage of the value or cost of the service provided by third party service providers.

6.14 Reporting

6.14.1 The TMC must have the capability to consolidate all management information related to travel expenses into a single source document with automated reporting tools;

6.14.2 The TMC may implement an Online Booking Tool to facilitate domestic bookings to optimize the services and related fees;

6.14.3 All management information and data input must be accurate;

6.14.4 The TMC will be required to provide the department with a minimum of one (1) standard monthly report that are in line with the National Treasury's Cost Containment Instruction reporting template requirement at no cost;

6.14.5 Report must be accurate and be provided as per specific requirements at the agreed time. Information must be available on a transactional level that reflect detail including the name of the traveler, date of travel, spend category (example air travel, shuttle, accommodation, etc.);

6.14.6 Department may request the TMC to provide additional management reports;

6.14.7 Reports must be available in an electronic format for example Microsoft Excel; and

6.14.8 The TMC will implement all the necessary processes and programs to ensure that all the data is secure at all times and not accessible to any unauthorized parties.

6.14.9 Quarterly reviews are required to be presented by the TMC on travel activity in the previous three-month period. These reviews are comprehensive and presented to contract management unit at corporate office as part of the performance management reviews based on the service level.

6.14.10 The above Travel review will include information as indicated by the department.

7. DURATION OF THE CONTRACT

7.1 The Travel Management Company(ies) will be appointed to provide travel management services for a three year period, from date of signing of contract.

8. BID INFORMATION SESSION

8.1 You are invited to attend the compulsory Bid Information Session that is scheduled for the following date:

Date: 13 September 2022

Time: 10:00

Venue: Auditorium, First Floor, Bophelo House, C/O Charllotte Maxeke Street & Harvey Road

Bloemfontein

8.2 The session will provide Bidders with an opportunity to obtain clarity on certain aspects of the process as set out in this document and to address any substantial issues they might have.

8.3 The Department reserves the right to answer questions at the session or to respond formally after the briefing session.

9. OUTCOMES AND DELIVERABLES

9.1 The department requires that accommodation, road and air travel in respect of its officials be made by a Travel Agency, with due consideration to the following:

- The travel, accommodation will only be for official reasons and in the interest of the Free State Department of Health.
- All air tickets and travel documentation including vouchers/ shall be timeously delivered, faxed and/or emailed to the correct Booking Officer of the department who issued an order, as well as the service provider (e.g. hotel/B&B who will be providing the service required by the department)

9.2 The Travel Agency must plan, arrange and change accommodation bookings on instructions from the Booking Officer. Each accommodation voucher/ proof of payment handed to the Booking Officer must contain but not limited to the following:

- The personal details of the official
- The booking details
- The limit of the Department's liability

9.3 Any charge to be levied by the Travel Agency to the department in respect of flight bookings must be in accordance with ASATA/IATA travel rates. The Travel Agency must negotiate contracts with service providers of accommodation and transport on a contract basis, so as to gain maximum cost benefit which must be passed on to the department. The Free State Department of Health hereof may at any time request proof from the Travel Agency.

9.4 The Agency/s must ensure that no adverse effect on service delivery is experienced by the Department.

9.5 The Travel Agency must negotiate its own terms of settlement with service providers.

9.6 Each purchase order must be invoiced separately clearly quoting the relevant order number. In the case of group bookings such as with conferences, the department will generate a specific order for which an invoice must be submitted. The invoice is to also quote the departmental order number and submitted within 30 days after the services have been rendered.

9.7 The Travel Agency will be required to accept that payment will be made within 30 calendar days of the receipt of the correct invoice. Payment will not be made against invoices that do not have an order number or which are under dispute until such time that the matters under dispute have been resolved.

9.8 With regards to accommodation, the client Department's liability will be limited to what has been booked per order.

9.9 The Travel Agency must provide details of the Car Hire Company contracted with in order to ensure that super cover insurance is provided. The Travel Agency must ensure that proper arrangements are made to have a car available and the Department is not found to be arranging a separate contract with the car hiring company. The Travel Agency must also ensure that no separate invoice is issued by the car hiring company to the Department. It is preferable for the Travel Agency to be contracted to more than one Car Hire Company.

9.10 The successful Travel Agency will be required to negotiate supplier discounts on behalf of the department and pass any discounts received from the third party to the department.

9.11 The Travel Agency will be required to familiarize themselves with internal departmental procedures relating to the service and provide free training to the Booking Officers nominated by the client Departments on the booking procedure to be followed.

9.12 It is required that a comprehensive Travel Agency service profile including administrative support functions be provided. The Travel Agency must have a fully fledged office/s within Free State.

9.13 Personnel from the Travel Agency(s) must be available on a 24 hour basis, as and when required, so that enquiries and unexpected changes to a travel plan or accommodation can be facilitated.

9.14 In order to cater for the special needs of the Executive Authority, Deputy Director General's (DDG's) and Head of Department (HOD) of Department a dedicated VIP Service is a key requirement. The following information must be provided with the bid document with regard to the bidder's VIP Service:

- Confirmation that the VIP Service is in existence and that it will be available to service Free State Department of Health, 24 hours per day, 7 days per week and 365 days per year for the duration of the project.
- Personalized service offered by the Bidder's VIP Service in particular the following:
  - Tailor made travel service available for Executive Authority, Deputy Director Generals (DDG's) and the Head of the Department.
  - Travel arrangements according to the Executive, Deputy Director Generals (DDG's) and the Heads of the Departments needs.
- Staff compliment of the Bidder's VIP Service consultants, number of relevant years of experience of VIP consultants and Knowledge base of the VIP Consultants.
- Flexibility offered by the bidder's VIP Desk in particular:
  - Personal one on one mobile/ on site travel consultation.
  - Document delivery during and outside office hours.
- Reference project with contactable references.

9.15 The Travel Agency must have a dedicated Strategic Relationship Manager who will be responsible for this account and be available 24 hours a day, seven days a week and 365 per year for the duration of this project.

9.16 The bidder must have a Complaints and Compliments Channel easily accessible to the end users. Such a channel must have an ability to track all the complaints and feed back to Free State Department of Health and the concerned end user. Monthly reports of incidents must be generated setting out the incidents reported and action taken.

9.17 Management Reports, as required by the department, must include the following:

- Detailed expenses incurred per month for each service shall be submitted to the Department within seven (7) days of the following month for monitoring and audit purposes.
- The reports must reflect detailed amounts per Debtors Account and reflect a breakdown of each service.

- Specific reports required such as outstanding orders (reflected per order number), invoices outstanding and a general statement of accounts (per account) indicating payments all outstanding accounts.

10. FEE STRUCTURES/SERVICE FEES (Price pages for bid purposes SBD 3.2)

10.1 In order to evaluate all bids on the same basis, bidders are to complete the tables below. It will form part of the overall costing and evaluation of this bid. Bidders are to indicate prices for the first year of the contract period. Bidders are also advised that the Department will only make use of the reputable air travel service providers as well as car hire shuttle services.

10.1.1 Domestic: Air Travel

10.1.2 International: Air Travel

10.1.3 Charter Flights

10.1.4 Car Hire/Transport

10.1.5 Accommodation

10.1.6 Bundle Fee

11. COSTING

11.1 Prices must be inclusive of all costs i.e. VAT, transport, etc.

11.2 Billing mechanisms, i.e. detailed monthly invoice per individual and summarized invoice per facility before the 7th of the following month.

11.3 List value added proposition e.g. percentage (%) discount offered.

11.4 Copies of price comparisons/quotations and third party detailed invoices for car rental and accommodation should be obtained and submitted together with invoice/s per individual. In the cases of Air Transport, service providers are required to provide copy/ies of an Electronic Ticket Receipt or 3rd party invoice as proof of bookings. If it was not possible to obtain price comparisons/quotations for travel requests, reasons must be provided.

11.5 The Free State Department of Health requires bidders to use the Transaction Fee model.

11.6 **Transaction Fees**

11.6.1 The transaction fee must be a fixed amount per service. The fee must be linked to the cost involved in deliverying the service and not a percentage of the value or cost of the service provided by third party service providers.

11.6.2 The bidder must further incidate the estimated percentage split between **Traditional Booking** and **On-line Bookings.**

11.7 Volume Driven Incentives

11.7.1 It is important for bidders to note the following when determining the pricing:

(i) National Treasury has implemented cost containment measures which must be implemented and enforced by the Departments. Travel Management Services Company/ies are required to adhere to such cost containment measures whereby negotiated non-commissionable fares and rates with various airlines carriers and other service providers were negotiated by the National Treasury;

(ii) No override commissions earned reservations will be paid to the TMC's;

(iii) An open book policy will apply and any commissions earned will be reimbursed; and

(iv) TMC's are to book these negotiated rates or the best fare available, whichever is the most cost effective for the institutions.

12. **DECLARATION**

12.1 Where a Shareholder/Member/Individual has an interest in any other company that is participating in this bid, they must disclose taking into consideration the provisions of SBD4 and failure to do so will result in disqualification.

List of Shareholding/membership by Name of business, Position occupied and percentage of shareholding in the business

NAME OF BUSINESS	**POSITION OCCUPIED IN THE BUSINESS**	**% OF SHAREHOLDING IN THE BUSINESS**	**INDICATE BY TICKING *X* NEXT TO THE BUSINESS YOU ARE REPRESENTING IN THIS BID.**

13. PERIOD OF CONTRACT

The travel agency contract will be running for a period of 3 years from the date of signing of the contract.

14. PRICE ADJUSTMENTS

14.1 No price adjustments will be allowed during the 1st year of the contract period, it will only be considered on the anniversary of the contract using Consumer Price Index (CPI) read with SBD 3.2 (Price Adjustments).

15. SUBMISSION OF BID DOCUMENT/S

Completed bid documents should be sealed, cleary marked DOH (FS) 11/2022/2023 and deposited in the bid box at the address stated in the invitation on or before 11:00 on **Friday the 30 September 2022** which is is accessible 24 hours.

15.1 Proof of the following documentation will be required:

- Proof of residential address-(municipality account, municipal clearance certificate or rental agreement will be required.
- Identification copies of owner / s.
- Company's registration e.g. CK document.

15.2 Bidders are to ensure that all pages of the document are attached.

16. OPENING OF THE BID BOX

Bid documents will be opened publicly immediately on closing date and time stipulated. No faxed and e-mailed bids will be accepted. Bids delivered after the above-mentioned stipulated time and date will not be considered.

17. COMPILATION OF DOCUMENTS

All documents should be completed with black ink on the date and time of submission.

18. EVALUATION PROCESS

18.1 **The evaluation process comprises the following phases:**

Phase I	Phase II	Phase III	Phase IV
Administration and Mandatory bid requirements	**Functionality**	**Price and B-BBEE**	**Recommendation and Appointment**
Compliance with administration and mandatory bid requirements Proof of registration ASATA/IATA (certified copy of accreditation	Bids will be evaluated in terms of functionality	Bids evaluated in terms of the 80/20 preference system subject to the lowest bid received	Recommendation and appointment

Phase I	Phase II	Phase III	Phase IV
certificate) or proof of right to use ASATA/IATA accreditation of another company. (i) Bidders are required to submit their International Air Transport Association (IATA) and Association of Southern African Travel Agents (ASATA) license/certificate (certified copy) at closing date. (ii) Where a bidding company is using a 3rd party IATA or ASATA license, a copy of the agreement between the bidding company and the ASATA/IATA registered company together with a certified copy of the accreditation certificate of the latter company must be attached. (iii) VIP service information as requested in paragraph 9.14 of the specification (iv) Informnation requested in paragraph 15.1 of the specification must be submitted			

18.2 Phase I: Mandatory Requirements

During this phase Bidders' response will be evaluated based on the mandatory requirements indicated in this bid document. This phase is not scored and Bidders who do not submit acceptable tenders by failing to comply with all the mandatory criteria and conditions will be disqualified.

18.2.1 **Pre-qualification criteria for preferential procurement (defined in the Preferential Procurement Regulations, 2017)**

(i) Only tenderers having B-BBEE status level of contributor of 1 must respond to this bid.

A tender that fails to meet the pre-qualifying criteria stipulated above is an unacceptable tender.

18.2.2 **Registration on Central Supplier Database (CSD)**

The Bidders must be registered as a service provider on the Central Supplier Database (CSD). If you are not registered proceed to complete the registration of your company prior to submitting your proposal. Refer to https://secure.csd.gov.za/ to register your company. Ensure that all documentation on the database are updated and valid.

Are you a registered supplier on the Government's Central Supplier Database (CSD)? (Yes/No) Complete your registered CSD vendor number on the checklist.

CRITERIA FOR FUNCTIONALITY	DOCUMENTS TO BE ATTACHED	MAXIMUM POINTS
List of services rendered with contact details of the client/s, copies of orders and or appointment letter Reference letters with contact details must be linked to the list provided.	**Bidder's relevant experience in the travel agency services.** Successful completion of similar service : **Reference letters provided = 5** Above 5 letters = 5 4 to 3 letters = 3 2 to 1 letter = 2 **Value of the services rendered = 5** Up to the value of R500 000 = 3 Up to the value of R1 000 000 = 4 Above the value of R1 000 000 = 5	10
Demonstrate the ability through: (i) Infrastructure (ii) Capacity (iii) Management and Support of Departments contracts (dedicated officials)	(i) Human resources to be used in completing the project successfully and relevant qualifications, CV's required = **5 (attachenment Human** Resource, and relevant qualifications) 5 CV = 5 4 CV = 4 3 CV = 3 2 CV = 2 1 CV = 1 **(CV and relevent qualifcation)** **(ii)** Experience in the industry of the company and staff, client base, current in-house expereience, support services. **= 5** Above 10 years = 5	15

	9 to 7 = 4 6 to 4 = 3 3 to 1 = 2 Less than year = 1 (iii) A bank statement showing at least a credit balance not less than R500 000 or letter of commitment to provide funding from a financial service provider **= 5** Up to the value of R500 000 = 1 Up to the value of R1 000 000 = 2 Up to the value of R2 000 000 = 3 Up to the value of R3 000 000 = 4 Above the value of R3 000 000 = 5	
Demonstrate the ability to implement contract on both domestic and international trips	Project plan (the project plan will be evaluated as indicated in clause 18.3.3 below)	10
The proximity of the service provider to the service center.	Proof of residence, leasing/rental agreement if not the owner/affidavit and/or municipality account in the name of the owner (not older than 3 months at date of the closing of this bid) Free State Province = 5 Outside Free State Province = 3	5
TOTAL FOR FUNCTIONALITY:		**40**

Provide a copy of the CSD Registration "Summary Report".

18.2.3 Proof of registration ASATA/IATA (certified copy of accreditation certificate).

(i) Bidders are required to submit their International Air Transport Association (IATA) and/or Association of Southern African Travel Agents (ASATA) license/certificate (certified copy) at closing date of the bid.

(ii) Where a bidding company is using a 3rd party IATA or ASATA license, such bidders are required to submit a copy of the agreement between the bidding company and the ASATA/IATA registered company together with a certified copy of the accreditation certificate of the latter company at closing date of the bid. This arrangement must be at no extra cost for the Department.

18.2.4 **Valid Tax Clearance Certificate or Tax Compliance Status pin**

Bidders must ensure that their tax information on Central Supplier Database (CSD) is in good standing. The CSD information will be used to determine the tax compliance status of the bidders. and submit a valid Tax Clearance Certificate or valid tax compliance status pin.

19. **Responsive Bids**

Bidders must ensure their bids are responsive by completing and signing, where applicable, all relevant bid documents.Non-compliance with this condition will invalidate the bid for such services offered.

19.1 **Phase II: Functionality Evaluation as per the Terms of Reference**

Functionality will be evaluated on the basis of the responses on the Functionality Questionnaire and supporting documentation supplied by the Bidders as follows:
Rating

Prospective bidders will be rated on each functionality criterion in accordance with the following matrix.

Scale 0-5 as follows:

Poor = 1 Average = 2 Good = 3 Very Good = 4 Excellent = 5

19.1.1 Bids will be evaluated in terms of the new **Preferential Procurement Regulation, 2017** and the bid evaluation criteria stipulated in this section.

19.1.2 Bidders must, as part of their bid documents, submit supportive documentation for all functional requirements as indicated in the Terms of Reference. The panel responsible for scoring the respective bids will evaluate and score all bids based on their submissions and the information provided.

19.1.3 The score for functionality will be determined by the Bid Evaluation Committee (BEC) whereby each member will rate each individual criterion or it may be decided to rate bidders collectively by allocating the specified points indicated or in other cases using the below scoresheet

Performance	Description	Score
Excellent	Response meets and exceeds the functionality requirements	5
Very good	Above average compliance to the requirements	4
Good	Satisfactory should be adequate for stated elements	3
Average	Compliance to the requirements	2
Poor	Unacceptable, does not meet the set criteria	1

19.1.4 Functionality scores per criterium will be added. Only Bidders that have met or exceeded the minimum threshold of **16 Points** for functionality will be evaluated and scored in terms of the pricing and socio-economic goals as indicated in the Special Conditions of Contract.

19.1.5 Any proposal not meeting the minimum score of **16 Points** on the technical/functionality evaluation will be disqualified.

19.1.6 The maximum of (5) five travelling Management companies will be appointed to render the service to the Department. The Department will negotiate the flat rates with all the bidders

who score first (1st) to fifth (5th) highest points in terms of the preferial procurement point system.

19.2 Phase III: Preference Point System

19.2.1 In terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to Bidders on the basis of:

- The bid price (maximum 80 points)
- Broad-Based Black Economic Empowerment (B-BBEE) status level of contributor (maximum 20 points)

19.2.2 The following formula will be used to calculate the points for price:

$$Ps = 80\left(1 - \frac{Pt - P\min}{P\min}\right)$$

Where
Ps = Points scored for comparative price of bid under consideration
Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

19.2.3 A maximum of 20 points may be allocated to a Bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

19.2.4 Bidders are required to complete the preference claim form (SBD 6.1), and submit their original and valid B-BBEE status level verification certificate or a certified copy thereof at the closing date and time of the bid in order to claim the B-BBEE status level point.

19.2.5 The points scored by a Bidder in respect of the level of B-BBEE contribution will be added to the points scored for price.

19.2.6 Only Bidders who have completed fully and signed the declaration part of the preference claim form and who have submitted a B-BBEE status level certificate issued by a registered auditor, accounting officer (as contemplated in section 60(4) of the Close Corporation Act, 1984 (Act no. 69 of 1984)) or an accredited verification agency will be considered for preference points.

19.2.7 Failure on the part of the Bidder to comply with above will be deemed that preference points for B-BBEE status level of contribution are not claimed and will therefore be allocated a zero (0).

19.2.8 The State may, before a bid is adjudicated or at any time, require a Bidder to substantiate claims it has made with regard to preference.

19.2.9 The points scored will be rounded off to the nearest 2 decimals.

19.2.10 The bidders who are EME's and QSE are allowed to submit the valid sworn affidavit. The sworn affidavit should be issued using the form issed by the National Treasury. The sworn affidavit must be fully completed and signed by both deponent and the commissioner of Oath in order for the bidder to qualify fo the points. The sworn affidavit issed by the Department of Trade and Industry will also be considered.

19.2.11 The bid will be awarded to the bidders who score the first five highest points in terms of the Prefererential procurement point system.

20. OVERALL CRITERIA

CRITERIA	MAXIMUM POINTS
Price	80
BBBEE Rating	20
Grand Total	**100**

21. ADJUDICATION OF THE BIDS

The adjudication of bids will be conducted in accordance with PPPFA (80/20) and the Preferential Procurement Regulation, 2017, on price and functionality.
The Bid Adjudication Committee will consider the recommendations of the Bid Evaluation Committee and make a recommendation to the HOD: Health. The five bidders who scored the first highest points will be considered and subjected to the negotiations in order to come up with the flat rate for the service package.

22. AWARD OF CONTRACT

22.1 Five bidders will be appointed to render the service to the Department of Health.

22.2 The Bid Adjudication Committee will consider the recommendations of the Bid Evaluation Committee and make a recommendation to the HOD: Department of Free State Health.

23. LATE BIDS

23.1 Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the Bidder.

24. COUNTER CONDITIONS

24.1 Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders will result in the disqualification of such bids.

25. FRONTING

25.1 The Free State Department of Health supports the spirit of broad based black economic empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent and legally compliant manner. Against this background the Government condemn any form of fronting.

25.2 The Free State Department of Health, in ensuring that Bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct or initiate the necessary enquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry / investigation, the onus will be on the Bidder / contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from date of notification may invalidate the bid / contract and may also result in the restriction of the Bidder /contractor to conduct business with the public sector for a period not exceeding ten years, in addition to any other remedies the Department may have against the Bidder / contractor concerned.

26. SUPPLIER DUE DILIGENCE

26.1 The Free State Department of Health reserves the right to conduct supplier due diligence during evalution, prior to final award or at any time during the contract period. This may include site visits.

26.2 Bidders must submit additional information when so requested.

27. VERIFICATION OF BIDDERS

27.1 During the Bid Evaluation and Adjudication process, the status of the supplier must be verified. Should a default be detected, the procedure for the restriction of the supplier as stated in SCM Practice Note No. 5/2006 will be followed.

28. PRESENTATION

28.1 The Free State Department of Health may require presentations/interviews from the short-listed Bidders as part of the bid process.

29. COMMUNICATION AND CONFIDENTIALITY

29.1 The Free State Department of Health may communicate with Bidders where clarity is sought after the closing date of the bid and prior to the award of the contract, or to extend the validity period of the bid, if necessary.

29.2 All communication between the Bidder and the Free State Department of Health must be done in writing.

29.3 Whilst all due care has been taken in connection with the preparation of this bid, the Department makes no representations or warranties that the content of this bid or any information communicated to or provided to Bidders during the bidding process is, or will be, accurate, current or complete. The

Department, and its offers, employees and advisors will not be liable with respect to any information communicated which is not accurate, current or complete.

29.4 If a Bidder finds or reasonably believes it has found any discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the Department (other than minor clerical matters), the Bidder must promptly notify the Department in writing of such discrepancy, ambiguity, error or inconsistency in order to afford the Department an opportunity to consider what corrective action is necessary (if any).

29.5 Any actual discrepancy, ambiguity, error or inconsistency in this bid or any other information provided by the Department will, if possible, be corrected and provided to all Bidders without attribution to the Bidder who provided the written notice.

29.6 All persons (including Bidders) obtaining or receiving this bid and any other information in connection with this Bid or the Tendering process must keep the contents of the Bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this Bid.

30. FINANCIAL MANAGEMENT

30.1 The Company/ies must implement the rates negotiated by the Free State Department of Health with successful bidders where applicable.

30.2 The Company/ies will be responsible to manage the service provider accounts. This will include the timely receipt of invoices to be presented to the Free State for Department of Health payment within the agreed time period.

30.3 The Company/ies are responsible for the consolidation of invoices and supporting documentation to be provided to the Free State Department of Health's Supply Chain Management, Chief Directorate on the agreed time period (e.g. weekly).

30.4 The Free State Department of Health will settle the service providers' accounts within the agreed payment terms.

31. NEGOTIATIONS

31.1 The Free State Department of Health reserves the right to negotiate with the shortlisted Bidder/s a flat rate prior to awarding of the bid and with the successful Bidder/s for more cost-effective rates post awarding of the bid based on market conditions.

32. CONFIDENTIALITY

32.1 Information relating to the evaluation of proposals and recommendations concerning award shall not be disclosed to the bidder who submitted the proposals or to other persons not officially concerned with the process, until the successful bidder has been notified that he/she has been awarded the contract.

32.2 No material or information derived from the procurement and provision of the services under the contract may be used for any purposes other than those of Free State Department of Health, except where authorized in writing to do so. All material, documents and broadcasting information will remain the property of the Free State Department of Health.

32.3 Free State Department of Health agrees to keep the details of the bidder's proposal strictly confidential, including but not limited to any financial information provided, and will not disclose the content thereof to any third party, except as required and/or authorized by law after awarding of the bid.

33. AGREEMENTS

33.1 A Service Level Agreement shall be entered into with the Free State Health to clarify specific operational provisions. The Service Level Agreement will be subject to the General Conditions of Contract (GCC), the Special Conditions of Contract (SCC) and the bid documents.

33.2 Should funds no longer be available to pay for the execution of the responsibilities of Bid DOH (FS) 11/2022/2023, the Department may terminate the Agreement in its own discretion or temporarily suspend all or part of the services by notice to the successful bidder who shall immediately make arrangements to stop the performance of the services and minimize further expenditure, provided that the successful bidder shall thereupon be entitled to payment in full for the services delivered, up to the date of cancellation or suspension.

34. SETTLEMENT OF DISPUTES

34.1 Notwithstanding clauses 27 of the GCC, mediation proceedings will not be applicable to this contract.

35. OFFICIALS PROHIBITED FROM SUBMITTING BIDS

35.1 In acordance with Treasury Instruction Note 17 of 2012, an employee of the Free State Provincial Government or a provincial public entity may not have bussiness interest in any entity conducting business with the Government.

35.2 According to the Public Service Regulations, 2016, an employee may not do business with any organ of state.

35.3 The Department of Health may not award any tender or enter into any contract with an employee in the employment of the State.

35.4 All bids received contrary to Treasury Instruction Note 17 of 2012 and the Public Service Regulations, 2016 (Regulation 13) shall be disqualified.

36. JOINT VENTURE AGREEMENTS

36.1 Where an entity forms a Joint Venture or a Consortium with another entity and/or other entitites, such parties must express in the bid proposal and a JV agreement should be submitted together with the bid. Kindly complete attached **Annexure A** and register on the CSD as a Joint Venture.

36.2 Individual Entity/ies must be registered on the CSD and after closing and before awarding, register a Joint Venture or a Consortium on the CSD. It will also be expected that a joint venture/consortium should open a joint bank account (proof of the bank account should be submitted after awarding) within 30 days after the awarding of the contract.

37 ACCEPTANCE OF THE TERMS OF REFERENCE AND GENERAL CONDITIONS OF CONTRACT

37.1 Failure to accept the Terms of Reference and the General Conditions of Contract or any part thereof, will result in the bid not being considered. Bidders may not amend any of the Special Conditions or include their own conditions, as such amendments or inclusions will result in disqualification of the bid

37.2 **THE BIDDER MUST COMPLETE THE FOLLOWING**

I _____in my capacity as _____ of the company, hereby certifies that I take note and accept the above-mentioned Special Conditions of the

Contract.

_____ _____

SIGNATURE **CAPACITY**

Contact person of company: _____

Tel. of company: (____)_____ Email of company: _____

SECTION 2

PRICING SCHEDULE – NON-FIRM PRICES (PURCHASES)

NOTE: PRICE ADJUSTMENTS WILL BE ALLOWED AT THE PERIODS AND TIMES SPECIFIED IN THE BIDDING DOCUMENTS.

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

NAME OF BIDDER_____ **BID NUMBER:**

Closing Time 11:00 Validty Period: 120 Days

ITEM	DESCRIPTION	BID PRICE IN RSA CURRENCY (INCLUDING VAT)
	RENDERING OF TRAVEL MANAGEMENT SERVICE IN RESPECT OF AIR TRAVEL, CAR HIRE AND ACCOMMODATION FOR DOMESTIC AND/OR INTERNATION TRAVEL FOR FREE STATE PROVINCIAL GOVERNMENT DEPARTMENTS (Traditional Booking and On-Line Booking)	
A	**DOMESTIC: AIR TRAVEL**	**1st YEAR BOOKING FEE**
	Domestic Air Ticket	
	Air ticket – reissue Domestic	
	Refund Admin Fee (excluding airline charges) straigth refund	
	Lost Ticket indemnity fee (exluding airline charges)	
	Change Booking Fee	
	Cancellation Fee	
	Parking	
	Travel Insurance	
	SMS Notification	
	24 Hour emergency call centre charges (subcharge) including weekends and public holidays	
	Transfer Services	

ITEM	DESCRIPTION	BID PRICE IN RSA CURRENCY (INCLUDING VAT)
	RENDERING OF TRAVEL MANAGEMENT SERVICES IN RESPECT OF AIR TRAVEL, CAR HIRE AND ACCOMMODATION FOR DOMESTIC AND/OR INTERNATION TRAVEL FOR FREE STATE PROVINCIAL GOVERNMENT DEPARTMENTS	
B	**INTERNATIONAL : AIR TRAVEL**	**1st YEAR BOOKING FEE**
	International Air Ticket	
	Air ticket – reissue International	
	Refund Admin Fee (excluding airline charges) straigth refund	
	Lost Ticket indemnity fee (exluding airline charges)	
	Change Booking Fee	
	Cancellation Fee	
	Parking	
	Travel Insurance	
	SMS Notification	
	24 Hour emergency call centre charges (subcharge) including weekends and public holidays	
	Transfer Services	
C	**DOMESTIC ACCOMMODATION**	**1st YEAR BOOKING FEE**
	Domestic Accommodation (including Bed & Breakfast)	
	Domestic Accommodation (excluding Breakfast)	
	Group of more than 5 - Domestic Accommodation (including Bed & Breakfast)	
	Group of more than 5 - Domestic Accommodation (excluding Breakfast)	
	Domestic Accommodation (including Bed & Breakfast)	
	Domestic Accommodation (excluding Breakfast)	
	Group of more than 5 - Domestic Accommodation (including Bed & Breakfast)	
	Group of more than 5 - Domestic Accommodation (excluding Breakfast)	
D	**INTERNATIONAL ACCOMMODATION**	**1st YEAR BOOKING FEE**
	International Accommodation (including Bed & Breakfast)	
	International Accommodation (excluding Breakfast)	

	Group of more than 3 - International Accommodation (including Bed & Breakfast)	
	Group of more than 3 - International Accommodation (excluding Breakfast)	
	Accommodation Booking Fee including Bill Back	
	Refund Admin Fee	
	Change Booking Fee	
	Visas (per passport)	
	Emergency Visa Fee (per passport)	
	Visa 2-4 pax per person	
	Visa 5 plus pax per person	
	Cancellation fee	
	Parking	
E	**CAR HIRE/TRANSPORT**	**1st YEAR BOOKING FEE**
	Domestic Car Hire	
	International Car Hire	
	Car Booking including Bill Back Fee	
	Shuttle Services (Point-to-Point and/or Hotel) - International - Domestic	
	Chauffeur Services	
	Rail/Bus Bookings	
	Change Booking Fee	
	Cancellation fee	
F	**BUNDLE FEE**	**1st YEAR BOOKING FEE**
	Bundle Fee (Accommodation, Air Travel and Car Hire)	
	Change Booking Fee	
	Cancellation fee	
G	**OTHER SERVICES**	**1st YEAR BOOKING FEE**
	Electronic mangament reporting	
	Electronic account reconcillation and matching (up to 2000 transactions a month)	
	Electronic account reconcillation and matching (over 2000 transactions a month)	

	REQUIRED BY: FREE STATE DEPARTMENT OF HEALTH	
	Does offer comply with specification	**YES/NO**
	If not to specification, indicate deviation(s)	
	Period required for delivery	
	Delivery: Firm/not firm	
	Delivery basis (all delivery costs must be included in the bid price)	
	Electronic voucher retrieval (via smartphone or web)	
	International Drivers License	

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDERS' DECLARATION

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest1 in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State Institution

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

.....

1 the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

.....

3 DECLARATION

I, the undersigned, (name) ..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium2 will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be

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2 Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.
I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....	.....
Signature	Date
.....	.....
Position	Name of bidder